

United Utilities, Inc.

Affiliate of United-KUC Affiliate of Unicom



Annual Reporting Requirements pursuant to § 54.313(a)(2)-(6)

WC Docket No. 10-90

§ 54.313(a)(2) – Outage reporting

- ☐ My company was not required to collect this information in 2011.
My company collected this information pursuant to state utility commission requirement.
☒ A copy of the report is attached.

§ 54.313(a)(3) – Unfulfilled service requests

- ☐ My company was not required to collect this information in 2011.
My company collected this information pursuant to state utility commission requirement.
☒ A copy of the report is attached.

§ 54.313(a)(4) – Customer complaints per 1,000 connections

- ☐ My company was not required to collect this information in 2011.
My company collected this information pursuant to state utility commission requirement.
☒ A copy of the report is attached.

§ 54.313(a)(5) – Service quality standards and consumer protection rules

I certify that the reporting carrier is in compliance with applicable service quality standards and consumer protection rules.

§ 54.313(a)(6) – Ability to function in emergency situations

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a)(2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

I am authorized to make this certification on behalf of the company named above and, to the best of my knowledge the information reported on this form is accurate. This certification is for the study area(s) listed below.

Company Name	State	Study Area Code
United Utilities, Inc.	AK	613023
United-KUC, Inc.	AK	613023

(If necessary, attach a separate list of additional study areas and check this box.) ☐

Signed,

Date:

6/30/2013

Steve Hamlen
President
United Utilities, Inc. & United-KUC, Inc.
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Anchorage, AK 99518
(907) 561-1674

A GCI Company

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(907) 561-1674

Fax (907) 563-3185

**UNITED UTILITIES, INC.
OUTAGE REPORT**

United reported 2 outages to the RCA in 2011. Birch Creek outage was due to catastrophic fire and complete destruction of the central office. The Beaver outage was due to fuel shortages at the power company.

VILLAGE	NXX	START TIME/DATE	CAUSE & RESOLUTION	SERVICE AFFECTED	GEOGRAPHIC AREA	# OF SUBSCRIBERS AFFECTED	CLEARED TIME/DATE	LENGTH OF SERVICE DOWN
BIRCH CREEK TICKET # 46678	221	5/27/2011 2:08 a.m.	CENTRAL OFFICE FIRE REBUILT NETWORK	ALL LOCAL TOLL DOWN	LOCAL VILLAGE	100%	6/27/2011 8:30 a.m.	31 days
Beaver	628	4/14/2011 7:28 p.m.	POWER COMPANY FUEL SHORTAGE FUEL DELIVERY	INTERMITTANT LOCAL	LOCAL VILLAGE	100%	4/15/2011 3:15 p.m.	20 hours

1 Outage due to catastrophic fire and complete destruction of the Central Office.
Cause of the outage was out of the control of UUI.

2 Outage due to fuel shortage at power company.
Cause of the outage was out of the control of UUI.

**UNITED-KUC, INC.
OUTAGE REPORT**

United reported no outages to the RCA in 2011.

**UNITED UTILITIES, INC.
CERTIFICATION OF SERVICE THROUGHOUT SERVICE AREA**

UNITED UTILITIES, INC hereby certifies that during 2011 it provided service through out its eligible telecommunications carrier service area to all customers requesting service except as follows:

0 service denials in 2011

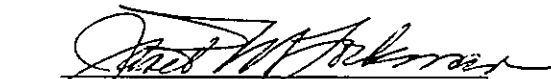
Dated this 30th day of March, 2012

As an authorized corporate officer of UUI, I declare under penalty of unsworn falsification that to the best of my knowledge and belief the foregoing is true, correct, and complete.



Christopher Spencer
VP, Financial Operations and Analysis

SUBSCRIBED AND SWORNto before me this 30th day of March, 2012.



Notary Public in and for Alaska
My commission expires: 7.25.12

**NOTARY PUBLIC
JANET M. LOCKMAN
STATE OF ALASKA**

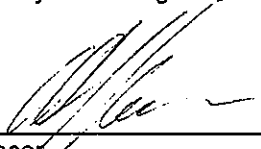
**UNITED-KUC, INC.
CERTIFICATION OF SERVICE THROUGHOUT SERVICE AREA**

UNITED-KUC, INC hereby certifies that during 2011 it provided service through out its eligible telecommunications carrier service area to all customers requesting service except as follows:

No service denials in 2011

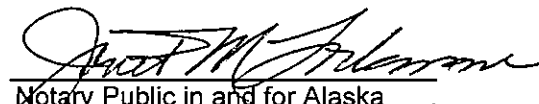
Dated this 30th day of March, 2012

As an authorized corporate officer of KUC, I declare under penalty of unsworn falsification that to the best of my knowledge and belief the foregoing is true, correct, and complete.



Christopher Spencer
VP, Financial Operations and Analysis

SUBSCRIBED AND SWORNto before me this 30th day of March, 2012.



Notary Public in and for Alaska
My commission expires: 7.25.12

**NOTARY PUBLIC
JANET M. LOCKMAN
STATE OF ALASKA**

UNITED UTILITIES, INC.
COMPLAINT DETAIL

The RCA received one complaint relating to United in 2011.

United served an average of 6,261 lines throughout 2011. This equates to a complaint ratio of 0.0002%

**UNITED-KUC, INC.
COMPLAINT DETAIL**

The RCA received no complaints relating to United in 2011.

United served an average of 3,300 lines throughout 2011. This equates to a complaint ratio of 0.00%